Improvement of CGHS services

1427. SHRI RAMDAS AGARWAL:
SHRI DARA SINGH:

Will the MINISTER OF HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether according to a survey conducted by industry body the ASSOCHAM which covered 500 patients and 200 Central Government Health Scheme dispensaries across the country, found that majority of the beneficiaries of the CGHS are dissatisfied with the doctors, medical staff and the healthcare facilities offered under the scheme;

(b) if so, the reasons therefor; and

(c) the efforts made by Government to bridge the gap of availability of proper healthcare facilities in affluent and non-affluent areas in various cities apart from ensuring cleanliness and availability of medicines at all CGHS centres?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRIMATI PANABAKA LAKSHMI): (a) to (c) ASSOCHAM has not submitted any report to the Government on the performance of CGHS in the country. It is understood that the press release issued by ASSOCHAM on 12th July, 2007, is only an interim finding of a survey undertaken by it and that finalization of the report in the matter will take time. As per the press release, the survey covered 500 patients across the country. As on 31st March, 2006, there were 9.11 lakh cardholders including 2.32 lakh pensioners. The total number of beneficiaries was 33.01 lakhs including 5.91 lakh pensioners. Survey of 500 beneficiaries out of a total of over 33 lakh beneficiaries cannot be held to be are presentative study.

The Ministry of Health and Family Welfare has been regularly receiving requests from autonomous bodies for extension of CGHS facilities, and there is opposition from almost all quarters against any proposal for the winding up of the CGHS. In fact, the demand has been for opening of more dispensaries in cities where CGHS already exists and for introducing CGHS in States so far not covered by the CGHS. This being the case, the service rendered by the CGHS cannot be said to be poor. When the service being rendered is of such a huge magnitude, it is not always possible to satisfy each and every beneficiary. However, efforts will always be made to improve further the functioning of the CGHS to satisfaction of majority of the beneficiaries.

Opening of Siddha CGHS dispensary at R.K. Puram

1428. SHRI DWIJENDRA NATH SHARMAH: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to refer to answer to Unstarred Question 357 given in the Rajya Sabha on the 24th November, 2006 and state:

(a) the details of location from where Siddha CGHS dispensaries are functioning in Delhi;